AI For Service PRE-Release Notes

XO v10.31.1 / v11.30.1 AND XOCC v3.30.1

14-NOV-2026

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SUMMARY

XO v10.31.1 / v11.30.1 and XOCC v3.30.1 is scheduled to be released on our Kore cloud regions as per the below schedule:

VERSION	DATE OF DEPLOYMENT	Region/ Managed Cloud
XO v10.31.1 / v11.30.1 XOCCAI v3.30.1	14-NOV-2026 10:30 AM IST	US → XO-10 & XO-11, AP
	15-NOV-2026 10:00 AM IST	US-AZ → XO-11
	15-NOV-2026 08:00 PM IST	IND → XO-10 & XO-11, AP
	16-NOV-2026 07:30 AM IST	DE → XO-10 & XO-11, AP

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Automation AI

Agent Transfer

Shared Secret Authentication for Zendesk Agent Transfers

(For v11.30.1 and v10.31.1)

The Zendesk agent transfer integration now includes an optional Shared Secret field for added authentication. Get the secret from Zendesk and enter it in the platform while configuring the Zendesk Agent integration. The platform checks the token in each incoming request header against the configured secret.

Platform Services

LLM & Generative AI

OpenAI GPT-5.5 and GPT-5.6 Luna replace deprecated models

(For v11.30.1)

OpenAI GPT-5.5 and GPT-5.6 Luna replace the deprecated GPT-5.2 and GPT-5.3 across the platform. To avoid disruption, configure GPT-5.5 or GPT-5.6 Luna and select it, along with its system prompt, in each feature that uses the old models. If using a custom prompt with GPT-5.2 or GPT-5.3, create a new custom prompt for GPT-5.5 or GPT-5.6 Luna and select it.

Admin Console

WebSDK Session Revocation

(For v11.30.1)

Admins can revoke all active WebSDK sessions for selected apps from Admin Console > Security Settings. The action revokes the JWT grant for each session, ends the session, and sends a session-end message to the end user. It applies to the Web/Mobile Client and Custom WebSDK channels, and runs once for the sessions active at that moment. New sessions start with a new JWT.

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App Settings

App Import and Export Validation

(For v11.30.1, 10.31.1)

Developers can now export and import patterns and rules along with utterances. The export file tags each item with its intent, language, and type, and you choose which data types to import. The public import and export APIs still handle utterances only.

Search AI

Expanded Metafilter Operator Support for Parallel Calls

(For v11.30.1)

Parallel-call searches now support additional metafilter operators, including equality, inequality, ordered comparisons, ranges, containment, existence, and applicable date operators. This provides greater flexibility when defining filter criteria and helps return more relevant search results.

Enhancements

(For v11.30.1)

Force train for the auto-suggest index: Super admins can rebuild only the auto-suggestion index from already indexed content, without rerunning document extraction or vector indexing.

Custom word and regex boosts for query anchors: Query anchor retrieval now accepts custom words and regex patterns, with optional per-entry boost values, to raise keyword scores for matching queries.

Image extraction availability: The index configuration now reports whether image extraction is available, so image-related options appear only where they are supported.

Reranker settings in non-US regions: Reranker options can be hidden from Advanced Configuration in non-US regions. Removing the saved reranker settings turns reranking off for the affected apps.

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Infrastructure health monitoring: The platform now regularly checks the health of MongoDB, Redis, RabbitMQ, OpenSearch, and ClickHouse, and raises an alert when their status changes.

Security and Runtime Upgrades

Node.js and Pillow: Node.js is upgraded to 24.22.1 and Pillow to 13.0.0 for security fixes and runtime improvements.

Known Issues

Bereavement queries: Bereavement-related queries can return inconsistent or incorrect results in Proactive Search and Manual Search. This is under investigation.

Contact Center AI

Configuration

Centralized Notification Settings Management

(For v11.30.1, XOP-37102)

A new Notification Settings option under System Settings lets administrators choose whether notifications are managed at the app level or the user level. At the app level, the configured settings apply to all users, and agents can view them but can't change them from the Agent Console. At the user level, agents continue to manage their own settings as before.

Manual Attachment Deletion in Conversations and Cases

(For v11.30.1, XOP-36683)

Users with the new Attachment Deletion permission can delete individual attachments from the Conversation Details slider and the Case subsystem. A system-generated message in the conversation thread and an audit log entry record each deletion. The App Owner role has the permission by default, and administrators can assign it to custom roles.

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Deprecation

Self-serve (PLG) journey retirement in SmartAssist

(For v3.30.1, XOP-36791)

The self-serve (PLG) journey is being retired in three phases:

- **Phase 1:** Recharging credits is disabled for existing self-serve accounts.
- **Phase 2:** New signups are redirected to Artemis, and existing accounts see a banner with their trial or credit end date and a link to contact Sales.
- **Phase 3:** Trial and paid credits stop being usable on each account's end date. Users can still sign in and export their data.

Agent AI

Widget Enhancements

Text field removal for button templates

(For v11.30.1, XOP-37235)

The widget no longer shows the text field when a dialog task presents button templates. Agents don't see two inputs, and they can't enter unintended custom text.

Control for small-talk responses

(For v11.30.1, XOP-37248)

Admins can now control whether Agent AI shows small-talk responses, such as "Okay," "Got it," and "Thanks." Turn the setting off if agents mistake these acknowledgments for meaningful answers. The setting is on by default.

ASR latency in logs and widget runtime

(For v11.30.1, XOP-36470)

The Transcripts tab in the Agent AI Logs dashboard now shows Automatic Speech Recognition (ASR) latency for voice conversations. Agent AI also sends latency data to the runtime widget in real time, giving visibility into speech recognition latency during conversations.

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Remove adhered GenAI Playbook steps

(For v11.30.1,XOP-37484)

Agent AI now moves a GenAI Playbook to the next step as soon as the current step is adhered to. The widget no longer needs to close the step first. Repeated or delayed close events don't remove other steps or corrupt the Playbook state.

SDK Enhancement

Role-based access in the Agent AI SDK

(For v11.30.1, XOP-37184)

The Agent AI SDK now supports role-based access for full real-time assistant (RTA) and search-only assistant modes. The SDK controls the following actions based on the permissions the desktop application provides when it initializes the SDK:

- Run Dialog Tasks from the My Bot tab with Run with Agent's Input
- Run Dialog Tasks from the Assist tab
- Use coaching

The SDK allows an action only when its permission is on. When the coaching permission is off, the SDK sends no events to the coaching engine and triggers no coaching events.

Integration Enhancements

WhatsApp channel on Salesforce Desktop

(For v11.30.1, XOP-37183)

Agent AI now supports the WhatsApp channel on Salesforce Desktop.

Agent AI usage flags for Salesforce

(For v11.30.1, XOP-37181)

Agent AI provides a custom object that stores the Salesforce record ID, record name, and two flags for comparing productivity and performance metrics between cases with and without Agent AI:

- `Kore_AgentAI_Widget_Used`: True when at least one event occurs after Agent AI loads, such as an expand/collapse, copy, send, or feedback button click.

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- `Kore_AgentAI_Widget_Loaded`: True when Agent AI loads at least once in a conversation.

Quality AI

AutoQA

Scheduled Audit Allocations

Scheduled Audit Allocations now support recurring Random and Custom allocations, letting QA Managers automate audit distribution daily, weekly, monthly, or quarterly using configurable date ranges and QA percentage splits. Unaudited conversations are automatically released after a configured expiry period and return to Unassigned for future allocation. This reduces manual effort and gives better visibility into scheduled runs, expired conversations, and auditor performance.

Voice Gateway

Configuration

Artemis DID as Callback Caller ID for SIP Trunks

(For v11.30.1, XOP-37351)

A new Use Artemis DID as callback caller ID option under Callback Settings on each SIP trunk lets agents show the Artemis DID as the caller ID when they call back a customer whose conversation originated from Artemis. The option appears only for apps integrated with Artemis. All other callbacks keep the current caller ID, and existing SIP trunks are unaffected.

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